



# DoorBird

Technology meets Design.

## App

### For iOS and Android



**App user manual**

Pages 1-19



**App Bedienungsanleitung**

Seiten 20-38

Version 4.11

## App User Manual

The user manual for the App is not provided in printed form since this is constantly updated to match additional feature updates made to the App. You can always access the latest version of this user manual by downloading from: [www.doorbird.com/support](http://www.doorbird.com/support)

Additional notes such as quick start guides, installation guides for the device and much more can also be downloaded from: [www.doorbird.com/support](http://www.doorbird.com/support)

For reasons of brevity, we use the terms “device” to refer to our “DoorBird Video Door Station” and “BirdGuard” products and “mobile device” to refer to a smartphone or tablet.

### Download

Download and open the App "DoorBird" by Bird Home Automation from Apple App Store or Google Play Store.

### Screens

We have worked towards making the App’s interface as simple and intuitive as possible. So we’ve done away with many of configurable settings and buttons and have only made the most important functions configurable, as is the case with most common door entry phones. All of our products are pre-configured to use the optimal settings for video, network transport protocols, compression, encryption, ports and much more. There’s also no need to enter IP addresses or setup port forwarding etc. which not only makes our products simple to set up but also reliable to use.

The screenshots are based on how our App is displayed on an iPhone running Apple’s iOS. There may be minor differences as to how this appears on iPad and Android smartphones/tablets.

Nevertheless, the descriptions and functions are identical across platforms.

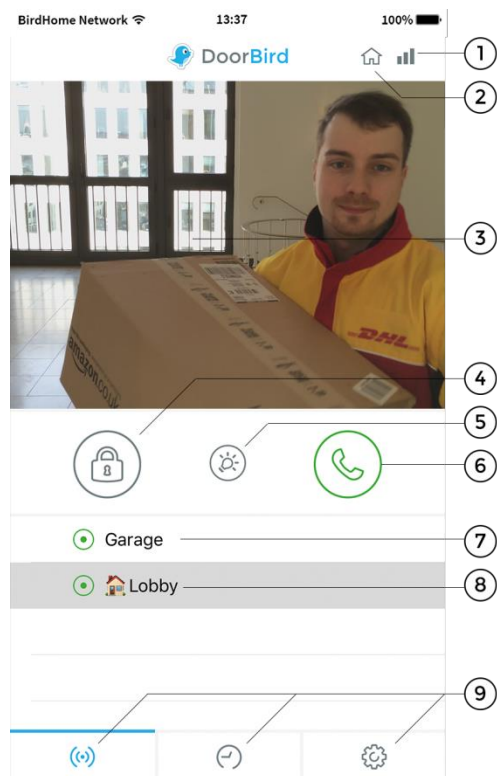
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## Live-Screen

This screen allows you to speak to your visitors.



### 1) Connection strength

These bars show the connection strength across the entire network route from the App right up to the device across all access points, routers, cables, etc. The strength indicator at the same time also indicates data throughput and the latency of transferred data packets.

### 2) Connection method

Shows how the App is connected to the video door station. The house symbol indicates that the App is connected to your device directly through your LAN. The cloud symbol indicates that the App is connected to your device through our highly secure cloud server via the internet.

### 3) Live picture

The resolution, compression and number of frames per second depend on the strength of the connection as well as on the connection method.

### 4) Door opening button

Tap this button to open the door. You'll need to ensure that you've connected a door opener to the device first.

### 5) Light button

Tap this button to activate the infrared LED ring on the device. Once the infrared LED ring has been activated, the device switches into night-vision mode and the image sensor will then only detect infrared light. This light switches itself off automatically after a short time.

### 6) Answering/hanging-up button

Tap this button to start or end voice communications.

### 7) Connection status




A green dot indicates that the App is able to connect to the device, either via LAN or through the internet. A red dot indicates that the App cannot connect to the device. It can sometimes take a number of seconds before the current status is displayed on screen.

### 8) Device list

You can add up to 10 of compatible devices to the App. For instance, if an event was triggered recently because someone had rung the device, this will be shown next to the description of the device, on the right-hand side.

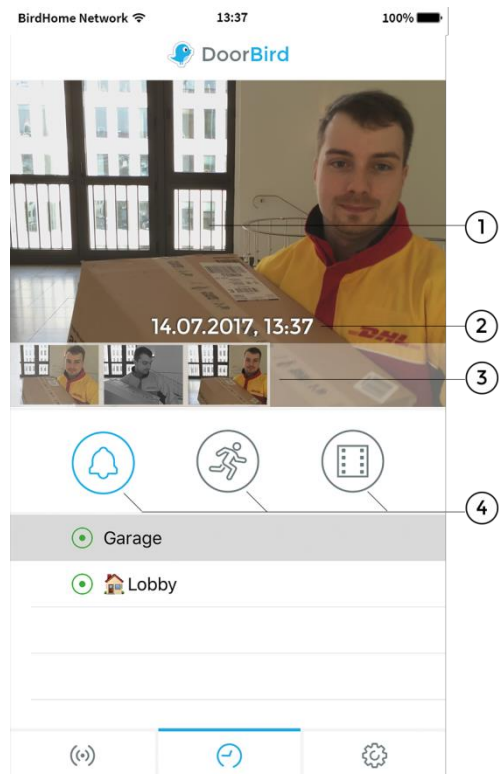
### 9) Main menu

These three items will take you to the following screens.

-  Live-Screen
-  History (page 4)
-  Settings (page 5)

## History

This screen allows you navigate through your visitor history. A maximum of 20 visitors can be stored in the video door station, though a 21st visitor would cause the details of the first visitor to be overwritten according to the circular buffer method. An image is stored in the visitor history once a visitor presses the doorbell. Images cannot be deleted manually for reasons of data integrity and security. In the event you need to comply with any data protection laws you can fully deactivate the history function within the administration section in the App.



### 1) Visitor history images

If you hold your finger over an image in the visitor history for a long time you will be able to save the image to your mobile device and also forward the image by email.

### 2) Event date and time

This shows the event date with a timestamp. In the event that these details are incorrect, please double check the details and accessibility of the NTP server which you can setup in the administrative section.

### 3) Navigation controls (left, right)

Tab and swipe the small images to switch between events in visitor history.

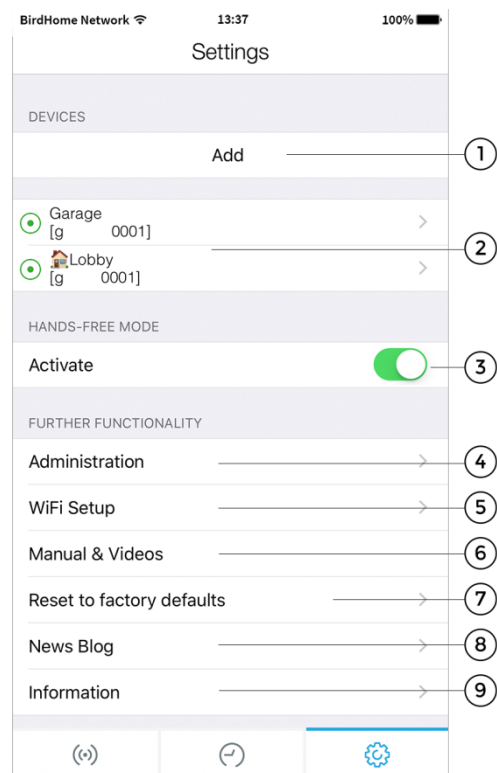
### 4) Navigation switch

Tap on this icon to switch between doorbell, motion event and cloud recording pro.

For more information about **cloud recording**, please visit our website:  
[www.doorbird.com/cloud-recording](http://www.doorbird.com/cloud-recording)

## Settings

You can manage all the relevant settings from this screen.



### 1) Device – Add

Tap this button to add a device to the App.

### 2) Device – Edit

Tap on an entry to edit a device that you've already added to the App.

### 3) Hands-Free Mode

Use this option to activate or deactivate the hands-free mode in the App. Hands-free mode is useful if you want to be able to see your visitor whilst you talk to them.

### 4) Administration

Tap this function to access the administrative section for your device.

### 5) Wi-Fi Setup

Tap this function to edit the Wi-Fi settings of your device. In this case, please note the step-by-step instructions for your device and carry it through to the last step.

### 6) Manual & Videos

tap this function to download the user manual or view installation videos for your device from the internet.

### 7) Reset users to factory defaults

Press here to reset your device and completely delete the image history. You will receive new access data after the reset. Please note that your device must be connected by network cable. In addition this function requires both the mobile device and device to be connected to the internet and on the same network.

### 8) News Blog

Here you will find the latest news from DoorBird and all information about our products.

### 9) Information

Tap this controller to view general information about the App and send feedback to us

## Add Device

You can manage all the relevant settings for adding a device from this screen.



### 1) Save

Tap this button to save your settings.

### 2) User

Enter your device's username.

### 3) QR-Code Scanner

If you have a QR-Code available (also see the "DIGITAL PASSPORT" document) you can set this information (username, password) by tapping to scan the QR-Code symbol then you don't have to type this in.

### 4) Password

Here you'll need to enter your device's password.

### 5) Device (Comment)

You can enter any textual description for your device. You can simply type this yourself, for instance, "lobby" or "garden gate". However umlauts and special characters cannot be entered for compatibility reasons.

### 6) Speaker Device

using this slider you can control how loud your voice will be played back via the device. The default setting is 50%. The standard value of 50% fits to almost any installation. Changing this value may quickly lead to over-modulating and / or non-understandable speech.

### 7) Security – confirm action

Activate this option so that every action on the "live" screen has to be reconfirmed by an additional tap on the screen to confirm your actions. This function helps prevent accidental key presses which could lead to such issues as inadvertently opening the door etc.

## Edit Device

You can manage all the relevant settings of your device within the App and adapt these to your personal tastes. These settings options are more advanced than those that are presented to you when adding a new device. To be able to use these functions your device must either be online or be on the same network (LAN) as your mobile device.



### 1) Save

Tap this button to save your settings.

### 2) User

Your device's username.

### 3) Password

Here is your device's password.

### 4) Device (Comment)

Tap here to edit the comment field of your device which will be visible once you receive a push notification

### 5) Push Notifications - Doorbell

Activate this option to receive push-notifications when someone rings your doorbell and/or to change the tone of the push-notification. Please ensure that you've enabled the App to use push-notifications (check the global settings in the operating system or the notification centre).

### 6) Push Notifications - Motion

Activate this option to receive push-notifications when the motion detector is triggered and/ or to change the tone of the push-notification. Use the administrative section of the App to check whether the motion detector is activated on the device. Please ensure that push-notifications are enabled for the App (check the global settings in the operating system or the notification centre).

### 7) Geofencing

Enable this option to receive push messages when approaching your Doorbird.

### 8) Confirm actions

Activate this option to enable function "confirm actions". Each action will have to be confirmed before execution (turn on IR-Light, open doors etc.)

### 9) Relay

Activate this option to use your DoorBird in connection with supported smart locks. List of compatible smart lock can be viewed here: <http://www.doorbird.com/connect>

### 10) Delete

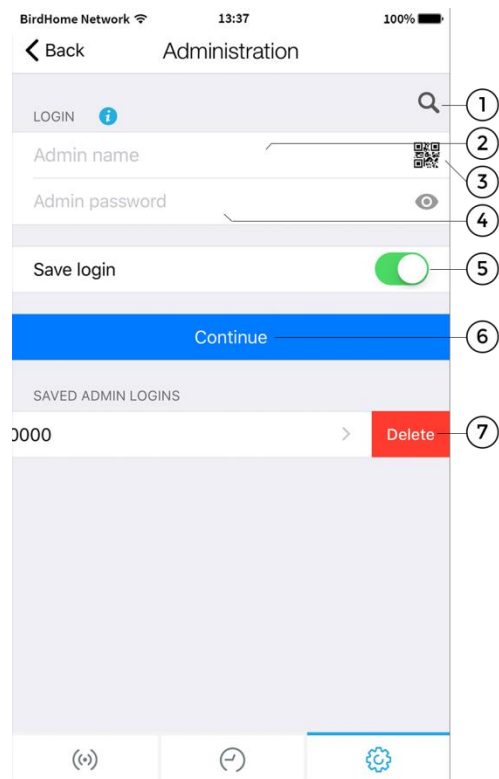
Tap this button to remove this device from the App.

### 11) Firmware information and connection

Here you can find the firmware version, which is active on your DoorBird. Please note that all devices are automatically updated with the latest version of the firmware when they are online. You can find current firmware information at [www.doorbird.com/changelog](http://www.doorbird.com/changelog).

## Administration – Login

You can manage device settings from this section which apply to all users as well as to users on the device. To be able to use these functions your device must either be online or be in the same network (LAN) as your mobile device.



### 1) Search

Tap this button to search for all devices in your local network (LAN) that are linked to your mobile device. The devices are detected via Bonjour technology. This function is helpful for support purposes but not required for regular use of the App.

### 2) Admin Name

Enter the administrator username for your device.

### 3) QR-Code Scanner

If you have a QR-Code available (also see the "DIGITAL PASSPORT" document) you can set this information (administrator username, administrator password) by tapping to scan the QR-Code symbol and don't have to type this in.

### 4) Admin Password

Enter the administrator password for your device.

### 5) Save login

If you enable this feature, the login will be listed the next time you visit the page.

### 6) Continue

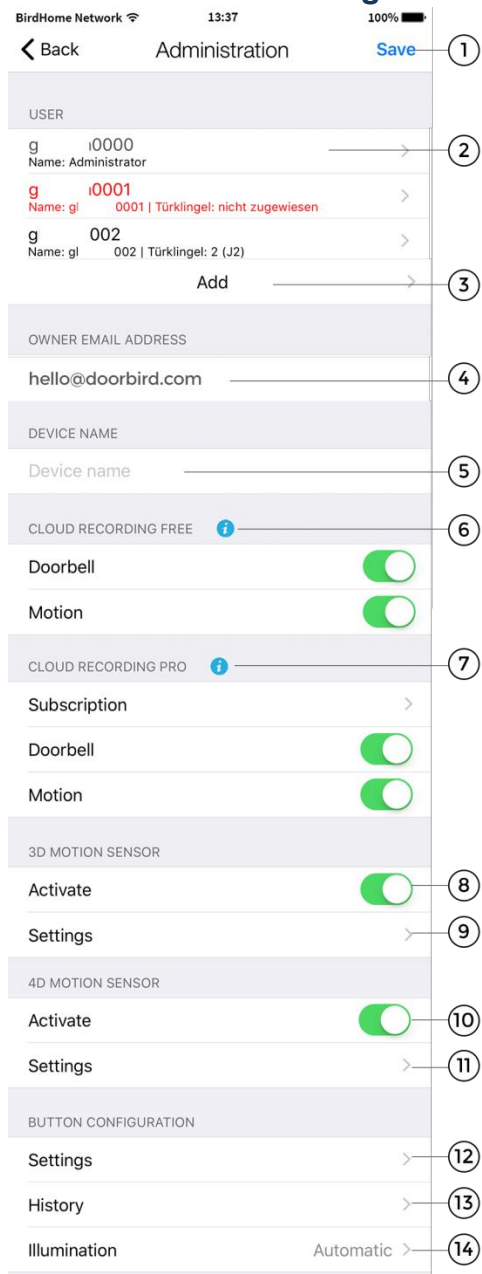
Tap this button to enter into the administrative section.

### 7) Delete Saved Admin logins

Swipe left to delete a saved admin login



## Administration – Settings



The possible settings vary depending on the device configuration. For example, there are advanced settings e. g. for the display or keypad module. Settings that do not apply to the device are automatically hidden, so this display may differ.

### 1) Save

Tap this button to save your settings.

### 2) User

Shows a list of all users registered on the device. The “...0000” user is the administrator username of your device. Usernames that you can use to add your device to the App start with “...0001”. You can edit a user account by tapping on it.

In the case of systems with more than one bell, the corresponding key/code must be assigned to the user. Users without assignment appear in red.

### 3) User – Add

Tap on this controller to be able to add a user on the device. You can add as many users as you require, i.e. for your family and co-workers. You can also delete a user at any time, i.e. if a co-worker’s term of employment ends and they should no longer have access to that device.

### 4) Owner Email Address

Enter the email address of the device’s owner. With the aid of this email address it is possible to restore the device to its factory settings in the event that you lose your “administrator username” and “administrator password” details. In order for this email to be sent, your mobile device must have an email account already configured.

### 5) Device name

Enter the device name displayed in the list of stored administration accesses.

### 6) Cloud Recording Free

You can enable/disable image history for Doorbell and Motion.

### 7) Cloud Recording Pro

You can enable/disable the optional video history for Doorbell and motion events. More information: <http://www.doorbird.com/cloud-recording>

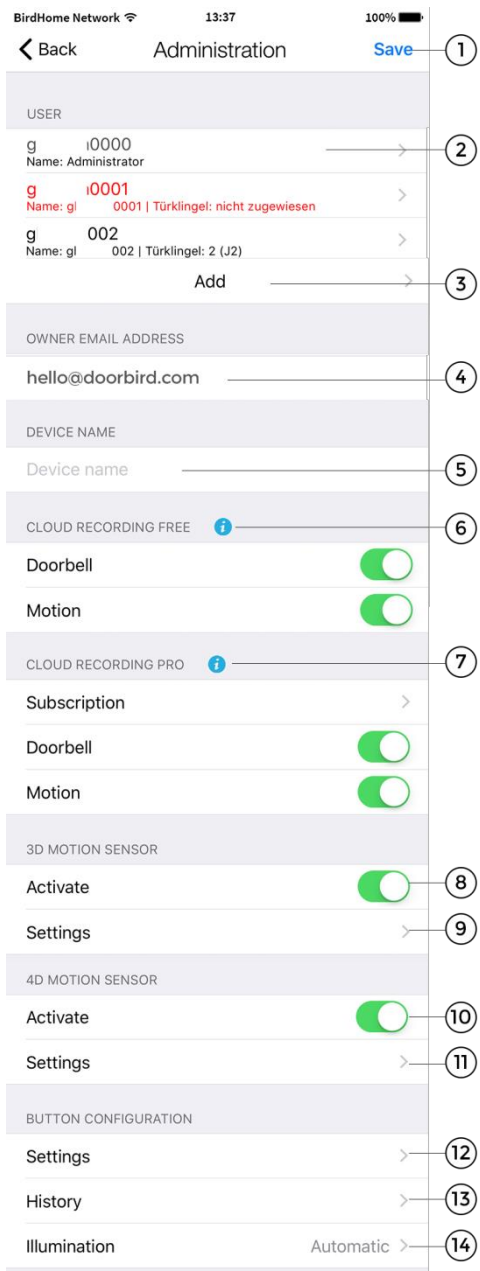
Tab „Abonnement” to see the actual subscription status of your Cloud Recording pro, you can request a trial version as well (can only be done once).

### 8) 3D Motion Sensor- activate

Tap here to see the actual subscription status of your Cloud Recording pro, you can request a trial version as well (can only be done once). (Models: D10x und D20x)

### 9) 3D Motion Sensor - settings

Tap here to enter expert settings menu of 3D motion sensor (to set active zones or to set a time between alarms). (Models: D10x und D20x)



### 10) 4D Motion Sensor – Aktivieren

Enable this option to enable the 4D motion sensor of your device. If the motion sensor is disabled, e. g. when required by local privacy regulations, no user of the device can be notified by a push message when movement is detected.

On the model with display, this function is preset by default, as the area detection runs through this sensor to activate the display when someone approaches.

(Models: D21x)

### 11) 4D Motion – Einstellungen

Here you have the possibility to set a pause between the alarms (30s to 5min), a distance (~1 to ~10m), the direction of movement (walking, coming, both) and a schedule.

This schedule allows you to determine on which days and at what time, for example, receive a push message, a relay is triggered or you receive a SIP call.

For more information, see the menu option „Validation types/-schedules“.

(Models: D21x)

In the "**Button Configuration**" area, which only appears on D21x models with multiple bell buttons, you can assign the respective buttons to the corresponding users.

### 12) Button Configuration - Settings

Tap here to get a list of all the bell connections. The bells in the system are usually connected from top to bottom. You can give a name to each connected key and create schedules for messages and actions via the "Validation types" item.

(Models: D21x with multiple buttons)

### 13) Button Configuration - History

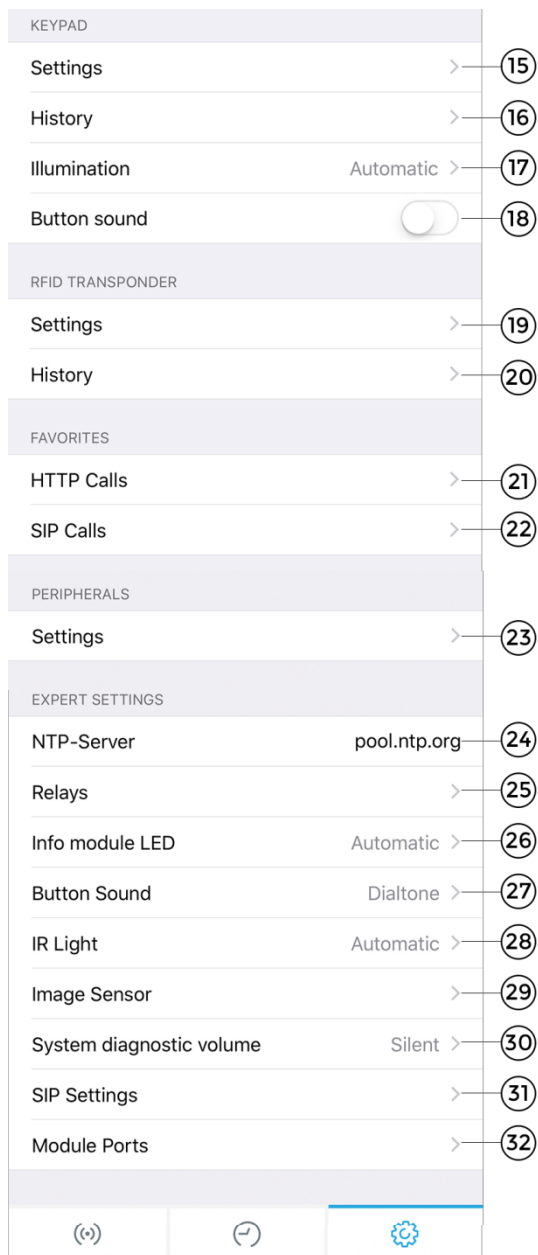
Here you will find an overview of the last 30 bell activities with date and time.

(Models: D21x with multiple buttons)

### 14) Button Configuration - Illumination

Touch to change the illumination of the bell buttons between „Automatic“, „Always on“, „off“.

(Models: D21x with multiple buttons)



The **Keypad** settings can be found on the D21x models with a fixed hardware keypad.

### 15) Keypad - Settings

Tap here to assign ring and access codes to the device. You can assign each code a name and a valid time type (weekly plan, date range and one-time) with the corresponding actions. For more information, see the menu option „Validation types/-schedules“. It is not possible to assign the same code twice, but several actions can be performed. (Models: D21x with keypad)

### 16) Keypad - History

Here you will find an overview of the last 30 codes entered with date and time. (Models: D21x with keypad)

### 17) Keypad - Illumination

Touch to toggle the illumination of the keypad between "Automatic"; "Always on"; "off". (Models: D21x with keypad)

### 18) Keypad – Botton sound

Activate or deactivate the keypad key tone here. (Models: D21x with keypad)

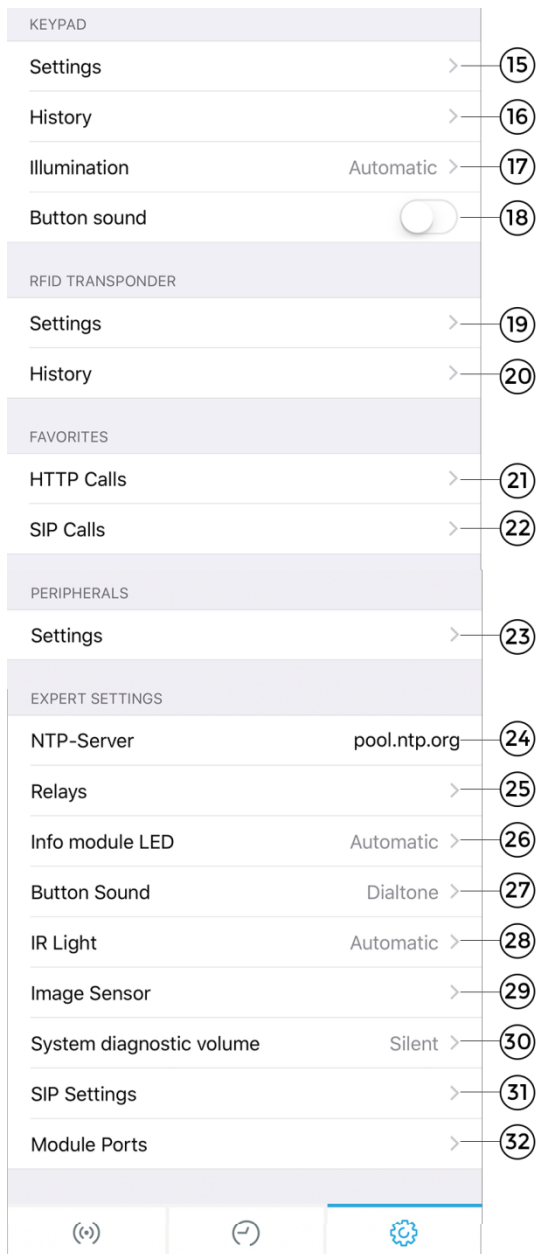
The **RFID Transponder** is available for all devices of the D21x series

### 19) RFID - Settings

Tap here to assign your RFID transponder to the device. To do this, hold the transponder in front of the small black window underneath the loudspeaker to store the ID in the device. You can assign the transponder a name and a valid time category (weekly plan, date range and once-only) to the transponder with the corresponding actions. For more information, see the menu option „Validation types/-schedules“. (Models: D21x)

### 20) RFID - History

Here you will find an overview of the last 30 access attempts using RFID. (Models: D21x)



In the **Favorites** area, you can define settings for SIP and HTTP calls that start a call-in/call-up in combination with actions (ringers, RFID, KeyCode). The favorites are assigned to the individual users and actions in the corresponding menu items and validity plans.

### 21) HTTP Calls

Type here to enter a URL and the corresponding description.

### 22) SIP Calls

Type here to enter a SIP address and the corresponding name.

### 23) Peripherie Settings

Tap here to add peripheral devices such as our DoorChime.

### 24) NTP-Server

Enter the details of an NTP-Server (time server) which the device should use to sync the current time. The default server used is: "pool.ntp.org".

### 25) Relais

Tap here to set the duration that the relay contact triggers when pressed in the live view.

### 26) Info module LED

Touch to toggle the illumination of the Info Module between "Automatic", "Always on", "off". (Models: D21x mit Info Panel Modul)

### 27) Button Sound

Tap here to select the sound that will be heard on the device itself when the visitor presses the ring button.

### 28) IR Light

Tap here to turn off IR Light or to leave it on automatic (will turn itself on in dark conditions when a motion or ring event is detected)..

### 29) Image Sensor

Tap here to change contrast and brightness of your DoorBird.

### 30) System diagnostic volume

Tap to change the volume of the system messages.

### 31) SIP Settings

Tap here to enter the SIP Settings menu.

### 32) Modul Ports

Here you can see which modules are installed on your DoorBird like e. g. our Infopanel, display or the keypad. (Models: D21x)

## Administration –

### Validation Type/-Schedule

In different areas you have the possibility to choose whether you want to use a button, a code or an RFID transponder once only, in a certain date range or with a weekly schedule. All three settings are explained below.

#### Once

##### 1) Is valid

Here you can activate the validity of your button, code or transponder or want to do so later.

##### 2) Actions

Select here whether an action is to be executed via a favorite and/or a relay.

#### Date range

##### 1) Date range

Specify the time frame in which actions for a specific code, transponder or button are to be performed.

##### 2) Actions

Select here whether an action is to be executed with the help of a previously created favorites and/or a relay.

#### Weekly schedule

##### 1) Select a category

Tap here to display the schedule for a relay, HTTP or SIP call. HTTP and SIP must first be entered in the favorites.

##### 2) range selection

Activate or deactivate the entire area.

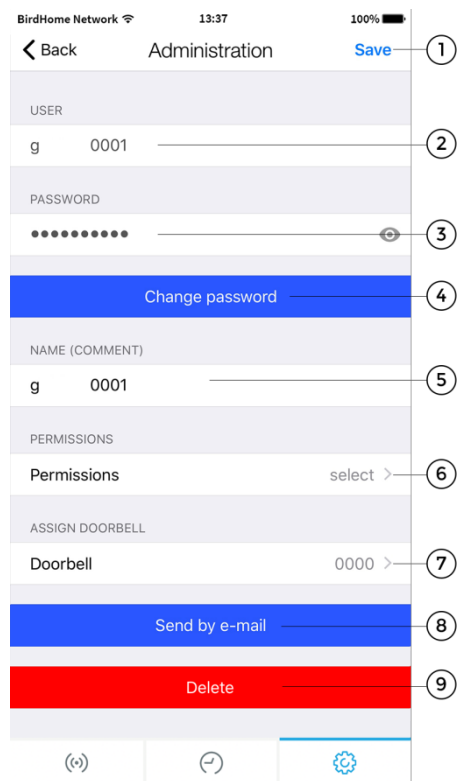
##### 3) Actions

Tap here to select the weekly schedule for the desired relay or favorites.

##### 4) Weekly schedule

Here you can activate (blue) or deactivate (white) the desired area by tapping and/or dragging the fields.

## Administration – Edit User



### 1) Save

Tap this button to save your settings.

### 2) User

Shows the username. As we place great value on creating secure products, user accounts cannot be edited by hand as these are generated by the product automatically.

### 3) Password

Shows the password.

### 4) Change

Tap this button to generate a new password. As we place great value on creating secure products, it is not possible to set a new password by hand as these are generated by the product automatically.

### 5) Name (Comment)

you can enter a name for the user account. You can choose any name you like, for instance "David", however umlauts and special characters cannot be entered for compatibility reasons.

### 6) Permissions – Watch always

Activate this option to prevent live images being transmitted unless someone recently rang your doorbell. You can deactivate this option if required to do so by local data protection laws.

### 8) Assign Doorbell

In the case of bell systems with multiple bell buttons or access codes, the associated buttons/codes must be assigned to the individual users.

### 8) Send by e-mail

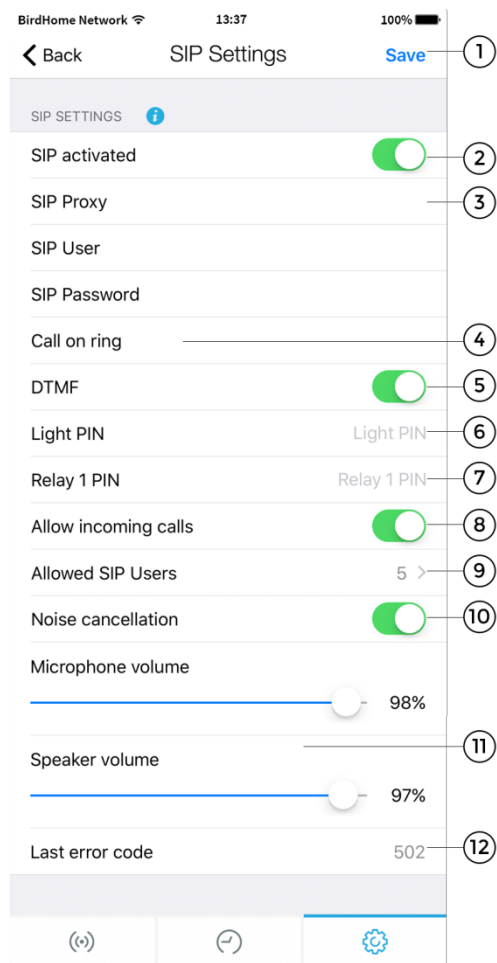
Tap this button to send the above listed data to you by email.

In this case, a QR code is also generated in the appendix in order to be able to easily scan the data after modification.

### 9) Delete

Tap this button to remove the user shown from your device. However, the "...0000" user is the administrator username and therefore cannot be deleted.

## Administration – SIP Settings



### 1) Safe

Safe your settings.

### 2) SIP activated

Tap this button to activate SIP functionality.

### 3) SIP proxy, user and password

Use these fields to enter information from your SIP server (Proxy, user and password)

### 4) Call on ring

Enter IP address of the destination device, which will be called once somebody rings the doorbell

### 5) DTMF

Activate this function to be able to enter a PIN code on your SIP device to trigger your door strike and to turn on the LED lights.

### 6) Light PIN

Switch on the light on the DoorBird by via PIN on the telephone. Always confirm the code on the phone with #.

### 7) Relais 1 PIN

Switch the relais on the DoorBird by via PIN on the telephone. Always confirm the code on the phone with #.

### 8) Allow incoming calls

Activate this function to be able to call the device. You can specify multiple SIP users.

### 9) Allowed SIP Users

Enable this function to allow SIP users/devices to call DoorBird. You can enter multiple SIP users.

### 10) Noise cancellation

Activate/deactivate the out suppression here. Try the quality of the connection during setup and check which setting is best for you.

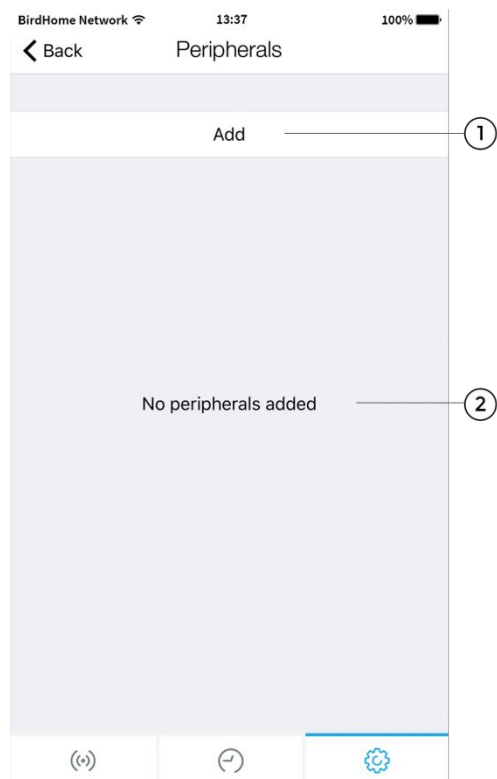
### 11) Microphone and speaker volume

You can set microphone and speaker volume during the SIP call.

### 12) Last error code

You can use the error code to resolve problems with the SIP installation. The standard SIP status codes are output for this purpose.

## Administration – Add Peripherie



### 1) Add

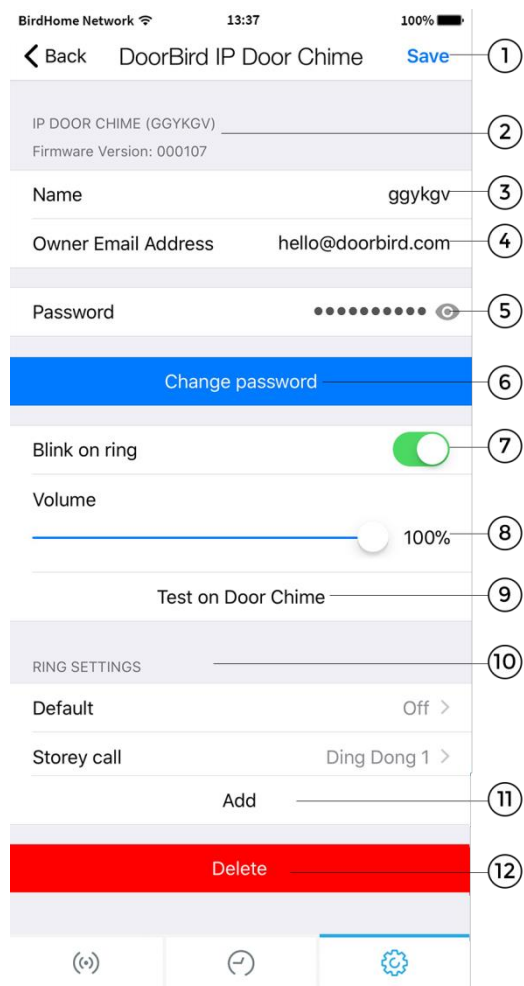
Tab here to add new devices. In the next step, select between the appropriate devices and follow the instructions.

### 2) Peripherals list

All additional devices (e.g., DoorBird IP Door Chime) associated with the current device are displayed here.



## Administration – IP Door Chime



### 1) Safe

Safe your settings.

### 2) device properties

This is where peripheral features are listed.

### 3) Name

Name of the peripheral device.

### 3) Owner Email Address

Enter your current email address here.

### 5) Password

Password of the peripheral device.

### 6) Change password

Click here to change the password of the device.

### 7) Blink on ring

Use the slider to activate or deactivate the flashing of the LED on your DoorChime.

### 8) Volume

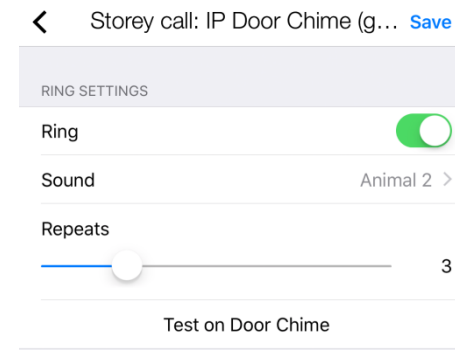
Use the slider to adjust the volume of your Door Chime.

### 9) Test on Door Chime

Test the bell volume on the linked Door Chime.

### 10) Ring Settings

Configure the signal settings of your Door Chime and add additional signals in this submenu.



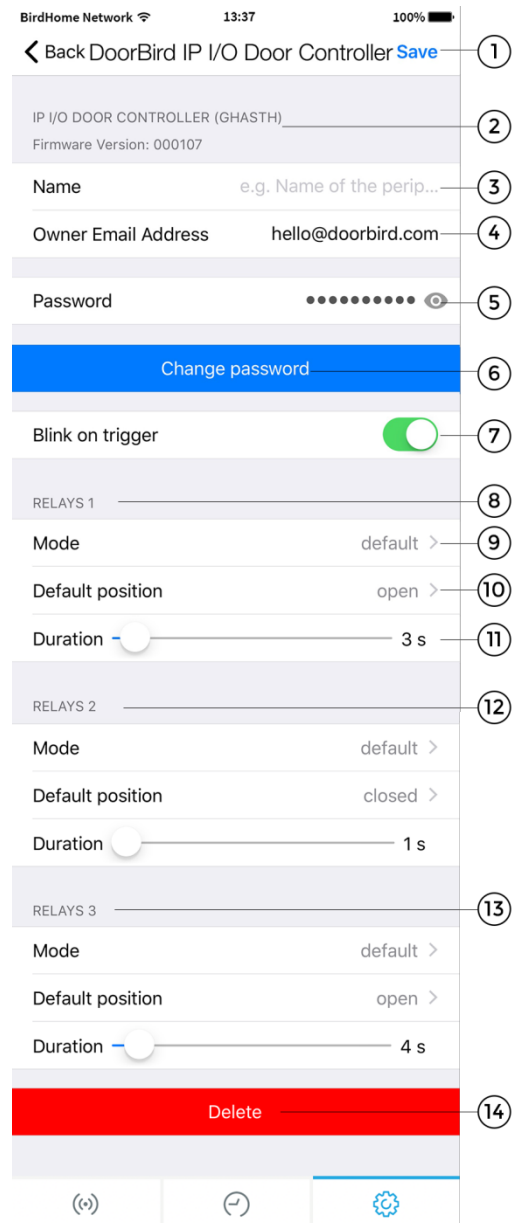
### 11) Add

Here you can add further signals. For systems with multiple ring buttons or key codes, certain ringtones can be assigned to individual users, but the "Default" signal must be deactivated.

### 12) Delete

Delete the connection of your DoorBird / BirdGuard to the IP Door Chime here.

## Administration – IP I/O Door Controller



### 1) Safe

Safe your settings.

### 2) device properties

This is where peripheral features are listed.

### 3) Name

Name of the peripheral device.

### 3) Owner Email Address

Enter your current email address here.

### 5) Password

Password of the peripheral device.

### 6) Change password

Click here to change the password of the device.

### 7) Blink on trigger

Use the slider to activate or deactivate the flashing of the LED on your IP I/O Door Controller.

### 8) Relais 1 – Settings

Section of the setting options for the relay 1. Individual setting options are described in points 9) to 11).

### 9) Mode

Change the switching modes of your controller here.

### 10) Default position

Indicate whether the relay is open or closed when idle.

### 11) Duration

Use the slider to set the switching time of the relay.

### 12) Relais 2 – Settings

The settings for relay 2 are equivalent to relay 1 and points 9) to 11).

### 13) Relais 2 – Settings

The settings for relay 3 are equivalent to relay 1 and points 9) to 11).

### 14) Delete

Delete the connection of your DoorBird / BirdGuard to the IP I/O Door Controller here.

## Legal Notes

### General remarks

1. DoorBird is a registered trademark of Bird Home Automation GmbH.
2. Apple, the Apple logo, Mac, Mac OS, Macintosh, iPad, Multi-Touch, iOS, iPhone and iPod touch are trademarks of Apple Inc.
3. Google, Android and Google Play are trademarks of Google, Inc.
4. All other company and product names may be trademarks of the respective companies with which they are associated.
5. We reserve the right to make changes to our products in the interests of technical advancement. The products shown may also look different from the products supplied based on ongoing enhancement.
6. Reproducing or using texts, illustrations and photos from this instruction manual in any media – even if only in the form of excerpts – shall only be permitted with our express written consent.
7. The design of this manual is subject to copyright protection. We do not accept any liability for any errors or any erroneous content or printing errors (even in the case of technical specifications or within graphics and technical sketches).

### Product Liability Act

1. All products covered by this instruction manual may only be used for the purpose specified. When in doubt, consult a qualified specialist or our support team.

2. Products that are supplied with voltage (in particular 110-240V mains voltage) need to be disconnected from the power supply prior to opening them or connecting cables.

3. Any losses or consequential damage caused by intervention or changes made to our products or improper handling are excluded from liability. The same applies to improper storage or external effects.

4. When dealing with 110-240V mains voltage or with mains-operated or battery-operated products, the applicable guidelines are to be observed, e.g. guidelines on adhering to the electromagnetic compatibility; or the low-voltage directive. The respective work should only be carried out by a qualified specialist.

5. Our products are in compliance with all technical guidelines and telecommunications regulations applicable in Germany, the EU and the USA.

### Data privacy and data security

1. For maximum security, the device uses the same encryption technologies as are used in online banking. For your security, no port forwarding or DynDNS is used either.

2. The data centre for remote access over the Internet by means of an app is located in the EU and is operated in line with the most stringent security standards.

3. Video door station: In many countries video and voice signal may only be transmitted once a visitor has rung the bell (this feature is available due to data privacy considerations, and is configurable in the app).

4. Please carry out the mounting in such a way that the detection range of the camera limits the device exclusively to the immediate entrance area.

5. The device comes with an integrated visitor history. You can activate/deactivate this function as required (this feature being available due to data privacy considerations). If this function is enabled, up to 20 visitors are archived right inside the electronics of the device, complete with a picture, date and time. Use this function in accordance with the relevant country-specific statutory regulations applicable at the installation site (notification obligation/archival).

6. If necessary, inform visitors that the device has been installed, in a suitable place and in a suitable form.

7. If necessary, inform visitors that a motion sensor has been installed in a suitable place and in a suitable form. The motion sensor can, if necessary, be switched off via the app.

8. Please observe any relevant country-specific statutory regulations concerning the use of surveillance components and security surveillance applicable at the installation site.

### Publisher

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